

**Specification of Competency Standards**  
**for the Automotive Industry**  
**Unit of Competency**

Functional Area - Common Competency

Title	Monitor the quality of servicing work
Code	108772L4
Range	This unit of competency is applicable to the managerial staff in vehicle servicing workshops. Practitioners should be able to understand the daily operating procedure of familiar workplaces and implementing quality control and quality assurance systems so as to ensure high quality services.
Level	4
Credit	3 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Knowledge (Respective working procedure and the key points of quality monitoring)</p> <ul style="list-style-type: none"> <li>• Good understanding of the entire structure of vehicles and the functioning of the systems to an extent that can understand the impact of departmental procedure on the safety and performance of vehicles.</li> <li>• Master the details of the operating procedure in the department to which one belongs to.</li> <li>• Good understanding of the key points of quality monitoring and the requirements of each working procedure, including inspection procedure, servicing procedure and reviewing procedure.</li> </ul> <p>2. Performance (Implement quality control and quality assurance system)</p> <ul style="list-style-type: none"> <li>• Compare the quality of work delivered by subordinate staff and the standard required by the quality management system on the quality monitoring points so as to judge if the prescribed requirements have been met.</li> <li>• Provide supervision for rectification when confirming “non-compliance” cases so as to avoid repetition of work and waste of resources.</li> <li>• Employ one’s experience to judge the standard of work delivered by subordinate staffs for working procedures without clearly stipulated monitoring standard such as the accuracy of inspection result, the working hours required for non-standard servicing work, the performance of used cars; and offer assistance whenever necessary including provision of training.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are that the practitioner being assessed shall prove that he/she is:</p> <ul style="list-style-type: none"> <li>• Capable of understanding the structure and functions of vehicles, the details of the working procedure of the department to which one belongs to, the key points to note for monitoring and the requirements of quality management systems;</li> <li>• Capable of comparing the quality of work of subordinate staffs with that of the standard to determine if the servicing work can meet the requirements;</li> <li>• Capable of employing his experience to make judgment for working procedure without clearly stated standard; and</li> <li>• Capable of providing supervision or assistance when non-compliance cases arise.</li> </ul>
Remark	